

**PENDING CLAIMS AND STATUS THEREOF****1. (original)** A computer network comprising:

- at least one client device operative with the computer network;
- at least one server, the server constructed and arranged to receive a request from at least one client device, the at least one server enabling the execution and operation of:
  - a case status module;
  - an intake module operative with the case status module;
  - a role module operative with the case status module;
  - an accounting module operative with the case status module;
  - an alert distribution module operative with the case status module and the role module;
  - a correspondence distribution module operative with the case status module;
  - a document distribution module operative with the correspondence distribution module; and
  - a client information module, the client information module operative with the case status module, the client information module operative with the correspondence module, the client information module operative with the document distribution module, and the client information module operative with the agency module;
- wherein, the modules on the server service the request from the client device.

2. **(original)** The computer system as in Claim 1, wherein the case status module comprises:

- a settlement object;
- a related\_case object;
- an employment\_status object;
- a case object;
- a case\_status object;
- a case\_note object;
- a case\_type object;
- a content object;
- a user object;
- a te\_counter object;
- an activity\_log object;
- an employee object;
- a status\_history object;
- an activity object; and
- a case\_calendar object.

3. **(original)** The computer system as in Claim 1 wherein the intake module comprises:

- an issue object;
- a case\_issue object;
- a basis object;
- a case\_basis object;
- a charge object;
- an agency\_contact object;
- a dismissal\_type object;
- a determination\_type object;
- a complaint object; and
- a submission\_type object.

an agency object; and

an address object.

4. **(original)** The computer system as in Claim 1 wherein the role module comprises:

- a user\_role object;
- a role object;
- a role\_report object;
- a report object; and
- a role\_alert object.

5. **(original)** The computer system as in Claim 1 wherein the alert distribution module comprises:

a user\_alert object;  
an alert object; and  
an alert\_history object.

6. **(original)** The computer system as in Claim 1, wherein the accounting module comprises:

an invoice\_master object; and  
a payment object.

7. **(original)** The computer system as in Claim 1 wherein the client information module comprises:

a client\_contact object;  
a client\_hq object;  
a client\_division object;  
a client\_contacts object;  
a client\_note object;  
a union\_type object;  
a client\_union object;  
a client\_location object;  
a sic object; and  
a client\_sic object.

8. **(original)** The computer system as in Claim 1 wherein the document distribution module comprises:

- a document\_template object;
- a client\_document\_recipient object;
- a document\_distribution object; and
- a client\_document object.

9. **(original)** The computer system as in Claim 1 wherein the correspondence distribution module comprises:

- a correspondence\_template object;
- a client\_correspondence\_recipient object;
- a client\_correspondence object;
- a case\_correspondence object;
- a correspondence\_distribution object;
- an approval\_status object; and
- a case\_document object.

10. **(original)** The computer system as in Claim 1 the computer system further having a help object.

11. **(original)** The computer system as in Claim 2 wherein the settlement object comprises:

- a settlement\_id property;
- a range\_lower property;
- a range\_upper property;
- a range\_desc property;
- a settlement\_date property;
- a demanded\_amount property;
- a demand\_desc property;
- an actual\_amount property; and
- an actual\_desc property.

12. **(original)** The computer system as in Claim 2 wherein the related\_case object comprises:

- a case\_id\_2 property;
- a case\_id\_1 property; and
- a relationship\_desc property.

13. **(original)** The computer system as in Claim 2, wherein the employment\_status object comprises:

- an emp\_status\_id property; and
- a status\_name property.

14. **(original)** The computer system as in Claim 3, wherein the dismissal\_type object comprises:

- a dismissal\_type\_id property;
- a type\_name property; and
- an active\_ind property.

15. **(original)** The computer system as in Claim 2, wherein the case object comprises:

- a case\_id property;
- a client\_location\_id property;
- an emp\_status\_id property;
- a case\_type\_id property;
- a complaint\_id property;
- a case\_manager\_user\_id property;
- a case\_status\_id property;
- a case\_sub\_status\_id property;
- a dismissal\_type\_id property;
- a settlement\_id property;
- a ts\_cliinfo\_record\_id property;
- a consultant\_user\_id property;
- a case\_number property;
- a te\_code property;
- a rate property;
- a rate\_type property;
- a date\_reactivated property;
- a date\_closed property;
- a report\_due\_date property;
- an insurance\_claim\_no property;
- a court\_filing\_date property;
- a court\_state property;

a court\_circuit property;  
a date\_added property;  
a date\_modified property;  
an added\_by property;  
a modified\_by property;  
a first\_name property;  
a last\_name property;  
a complaint property;  
a date\_received property;  
a job\_title property; and  
a title property.



16. **(original)** The computer system as in Claim 2, wherein the case\_status object comprises:

- a case\_status\_id property;
- a complainant\_content\_id property;
- a status\_name property;
- a sort\_sequence property;
- a closure\_ind property;
- a parent\_status\_id property;
- an active\_ind property;
- a temp\_active\_ind property;
- a client\_status property;
- a status\_desc property; and
- an abbreviation property.

17. **(original)** The computer system as in Claim 2, wherein the case\_note object comprises:

- a case\_note\_id property;
- a case\_id property;
- a note property;
- a user\_id property; and
- a note\_date property.

18. **(original)** The computer system as in Claim 2, wherein the case\_type object comprises:

- a case\_type\_id property;
- a case\_type\_name property; and
- an abbreviation property.

19. **(original)** The computer system as in Claim 2, wherein the content object comprises:

- an id property;
- a description property;
- a language property; and
- a body property.

20. **(original)** The computer system as in Claim 2, wherein the user object comprises:

- an id property;
- a client\_hq\_id property;
- a last\_name property;
- a first\_name property;
- a middle\_name property;
- a prefix property;
- a suffix property;
- a username property;
- a password property;
- an employee\_ind property;
- an email property;
- a last\_visited property;
- a visit\_count property;
- a client\_ind property;
- a locked\_ind property; and
- a status\_code property.

21. **(original)** The computer system as in Claim 2, wherein the activity\_log object comprises:

- an activity\_log\_id property;
- an actor\_user\_id property;
- an activity\_date property;
- an activity\_id property;
- a case\_id property;
- an invoice\_id property;
- an activity\_description property;
- a time\_spent property;
- a ts\_description property;
- a ts\_task\_code property;
- a billable\_ind property;
- an exported\_ind property;
- an export\_date property; and
- a ts\_slip\_id property.

22. **(original)** A computer system as in Claim 2, wherein the employee object comprises:

- an employee\_id property;
- a supervisor\_user\_id property;
- an employee\_user\_id property;
- an initials property;
- a title property;
- an education property;
- a background property;
- a date\_hired property;
- a work\_hours property;
- a friday\_group property;
- a special\_projects property;
- an active\_case\_count property;
- a rating property;
- a ts\_nickname\_1 property;
- a ts\_nickname\_2 property; and
- a ts\_name\_id property.

23. **(original)** A computer system as in Claim 2, wherein the status\_history object comprises:

- an entity\_id property;
- an entity\_name property;
- a date\_modified property;
- a user\_id property; and
- a status\_code property.

24. **(original)** A computer system as in Claim 2, wherein the activity object comprises:

- an activity\_id property;
- a case\_sub\_status\_id property;
- a case\_status\_id property;
- an activity\_name property;
- an activity\_description property;
- a ts\_task\_code property;
- a sort\_sequence property;
- an activity\_sequence property; and
- a locked\_ind property.

25. **(original)** A computer system as in Claim 2, wherein the case\_calendar object comprises:

a calendar\_id property;

a case\_id property;

a user\_id property;

an activity\_id property;

an event\_date property;

a description property;

a closed\_ind property; and

an event\_title property.

26. **(original)** The computer system as in Claim 3, wherein the complaint object comprises:

- a complaint\_id property;
- a submission\_user\_id property;
- a submission\_type\_id property;
- a complainant\_first\_name property;
- a complainant\_last\_name property;
- a work\_address\_id property;
- a complaint property;
- a client\_hq\_id property;
- a job\_title property;
- a note property;
- a date\_reported property;
- a report\_recipient property;
- a client\_action property;
- a sjbc\_action property;
- a submission\_no property;
- a submission\_date property;
- an emp\_name property;
- an emp\_division property;
- an emp\_location property;
- a status\_code property; and
- a complainant\_contact\_times property.

27. **(original)** The computer system as in Claim 3, wherein the submission\_type object comprises:

- a submission\_type\_id property;
- a type\_name property; and
- a description property.

28. **(original)** The computer system as in Claim 3, wherein the issue object comprises:

- an issue\_id property; and
- an issue\_name property.

29. **(original)** The computer system as in Claim 3, wherein the case\_issue object comprises:

- an issue\_id property;
- a case\_id property; and
- an agency\_id property.

30. **(original)** The computer system as in Claim 3, wherein the basis object comprises:

- a basis\_id property; and
- a basis\_name property.

31. **(original)** A computer system as in Claim 3, wherein the case\_basis object comprises:

- a basis\_id property;
- a case\_id property; and
- an agency\_id property.



32. **(original)** A computer system as in Claim 3, wherein the charge object comprises:

- an agency\_id property;
- a case\_id property;
- an agency\_contact\_id property;
- a determination\_type\_id property;
- a resolution\_date property;
- a primary\_ind property;
- a dated\_filed property;
- a note property;
- a determination\_date property;
- a date\_reopened property;
- a charge\_no property; and
- a class\_action\_ind property.

33. **(original)** The computer system in Claim 3, wherein the agency\_contact object comprises:

- an agency\_contact\_id property;
- an agency\_id property;
- an address\_id property;
- a last\_name property;
- a first\_name property;
- a title property;
- an investigator\_ind property;
- an executive\_ind property;
- a notes property; and

a status\_code property.

34. **(original)** The computer system as in Claim 3, wherein the agency object comprises:

an agency\_id property;

an address\_id property;

an agency\_name property;

an agency\_type property;

a director\_name property;

a url property;

a status\_code property;

a time\_zone property; and

a notes property.

35. **(original)** The computer system as in Claim 3, wherein the address object comprises:

- an address\_id property;
- an address\_1 property;
- an address\_2 property;
- an address\_3 property;
- a city property;
- a state property;
- a postal\_code property;
- a phone property;
- an extension property;
- a fax property;
- an email property;
- an addressee\_name property;
- an aux\_phone property;
- an aux\_phone\_note property;
- a home\_address\_ind property; and
- a home\_phone property.

36. **(original)** The computer system as in Claim 4, wherein the user\_role object comprises:

- a user\_id property; and
- a role\_id property.

37. **(original)** The computer system as in Claim 4, wherein the role object comprises:

- a role\_id property;
- a role\_title property;
- a role\_name property;
- a role\_desc property;
- an employee\_ind property; and
- a client\_ind property.

38. **(original)** The computer system as in Claim 4, wherein the role\_report object comprises:

- a report\_id property; and
- a role\_id property.

39. **(original)** The computer system as in Claim 4, wherein the report object comprises:

- a report\_id property;
- a report\_title property; and
- an orientation property.

40. **(original)** The computer system as in Claim 4, wherein the role\_alert object comprises:

- an alert\_id property; and
- a role\_id property.

41. **(original)** The computer system as in Claim 5, wherein the user\_alert object comprises:

- a user\_id property; and
- an alert\_id property.

42. **(original)** The computer system as in Claim 5, wherein the alert object comprises:

- an alert\_id property;
- an alert\_name property;
- an alert\_desc property;
- an alert\_message property;
- an alert\_title property;
- an alert\_subject property;
- an email\_ind property; and
- a website\_ind property.

43. **(original)** The computer system as in Claim 5, wherein the alert\_history object comprises:

- an alert\_history\_id property;
- an alert\_id property;
- a user\_id property;
- an alert\_subject property;
- an alert\_body property;
- a date\_added property;
- a date\_sent property; and
- a date\_viewed property.

44. **(original)** The computer system as in Claim 6, wherein the invoice\_master object comprises:

- an invoice\_id property;
- a case\_id property;
- a start\_date property;
- an end\_date property;
- an invoice\_date property;
- a ts\_record\_id property;
- a fee\_amount property;
- an expense\_amount property; and
- a pif\_ind property.

45. **(original)** The computer system as in Claim 6, wherein the payment object comprises:

- a payment\_id property;
- an invoice\_id property;
- a payment\_no property;
- an authorizing\_user\_id property;
- a paid\_amount property;
- a payment\_date property;
- a note property; and
- a payment\_type property.

46. **(original)** The computer system as in Claim 7, wherein the client\_contact object comprises:

a client\_contact\_id property;

a user\_id property;

an address\_id property;

a title property;

an active\_ind property; and

a status\_code property.

47. **(original)** The computer system as in Claim 7, wherein the client\_hq object comprises:

- a client\_hq\_id property;
- an address\_id property;
- a client\_name property;
- a client\_name\_short property;
- a display\_name property;
- a client\_type property;
- a client\_dba\_name property;
- a file\_number\_prefix property;
- a file\_number\_counter property;
- an aliases property;
- a products\_services property;
- a president\_name property;
- a url property;
- a ceo\_name property;
- a state\_federal\_contract\_ind property;
- an employee\_count property;
- a corporate\_union\_ind property;
- a time\_zone property;
- an incorporation\_state property;
- an rfi\_turnaround property;
- a ps\_turnaround property;
- a followup\_period property;



an update\_period property;  
a witness\_interview\_ind property;  
an int\_rate property;  
an int\_rate\_type property;  
an ext\_rate property; and  
an ext\_rate\_type property.

48. **(original)** A computer system as in Claim 7, wherein the client\_division object comprises:

- a client\_division\_id property;
- a client\_hq\_id property;
- an address\_id property;
- a client\_name property;
- a client\_name\_short property;
- a display\_name property;
- a client\_type property;
- a file\_number\_prefix property;
- a time\_zone property;
- an rfi\_turnaround property;
- a ps\_turnaround property;
- a followup\_period property;
- an update\_period property;
- a witness\_interview\_ind property;
- an exit\_interview\_ind property;
- an int\_rate property;
- an int\_rate\_type property;
- an ext\_rate property; and
- an ext\_rate\_type property.

49. **(original)** A computer as in Claim 7, wherein the client\_contacts object comprises:

a client\_contacts\_id property;

a client\_hq\_id property;

a client\_contact\_id property;

a client\_location\_id property;

a client\_division\_id property;

a bill\_to\_ind property;

a primary\_poc\_ind property;

an ap\_poc\_ind property;

an active\_ind property;

a status\_code property; and

a bill\_to\_cc\_ind property.

50. **(original)** A computer system as in Claim 7, wherein the client\_note object comprises:

a client\_note\_id property;

a client\_location\_id property;

a client\_division\_id property;

a client\_hq\_id property;

a note property;

a user\_id property; and

a note\_date property.

51. **(original)** A computer system as in Claim 7, wherein the union\_type object comprises:

- a union\_type\_id property;
- a name property;
- an abbreviation property; and
- a url property.

52. **(original)** A computer system as in Claim 7, wherein the client\_union object comprises:

- a union\_type\_id property;
- a client\_location\_id property;
- a client\_division\_id property;
- a client\_hq\_id property;
- an address\_id property;
- a local\_number property;
- a url property;
- a cba\_online\_ind property; and
- an abbreviation property.

53. **(original)** A computer system as in Claim 7, wherein the client\_location object comprises:

- a client\_location\_id property;
- a client\_hq\_id property;
- a client\_division\_id property;
- an address\_id property;
- a client\_name property;
- a client\_name\_short property;
- a display\_name property;
- a policy\_number property;
- a policy\_deductible property;
- a client\_type property; and
- a time\_zone property.

54. **(original)** A computer system as in Claim 7, wherein the sic object comprises:

- a sic\_code\_id property;
- a sic\_name property;
- a sic\_description property; and
- a sic\_code property.

55. **(original)** A computer system as in Claim 7, wherein the client\_sic object comprises:

- a client\_hq\_id property; and
- a sic\_code\_id property.

56. **(original)** A computer system as in Claim 2, wherein the te\_counter object comprises:  
a counter property.

57. **(original)** A computer system as in Claim 8, wherein the document\_template comprises:

a document\_template\_id property;

a document\_title property;

a filename property;

a version property;

an open\_date property;

a close\_date property; and

an active\_ind property.

58. **(original)** A computer system as in Claim 8, wherein the client\_document object comprises:

- a client\_document\_id property;
- a client\_division\_id property;
- a client\_hq\_ind property;
- a document\_template\_id property;
- a document\_title property;
- a required\_ind property;
- a hardcopy\_ind property;
- a hardcopy\_distribution\_method property; and
- an approval\_ind property.

59. **(original)** A computer system as in Claim 8, wherein the document\_distribution object comprises:

- a document\_distribution\_id property;
- an approval\_status property;
- a document\_id property;
- a client\_contact\_id property;
- a view\_date property;
- a response\_date property;
- a response property;
- an approval\_ind property; and
- a date\_added property.

60. **(original)** A computer system as in Claim 8, wherein the client\_document\_recipient object comprises:

- a document\_template\_id property;
- a client\_contact\_id property;
- an approval\_ind property; and
- a copied\_ind property.

61. **(original)** A computer system as in Claim 9, wherein the correspondence\_template object comprises:

- a correspondence\_template\_id property;
- a case\_type\_id property;
- a correspondence\_name property;
- a body property;
- a subject property;
- an open\_date property;
- a document\_ind property;
- a close\_date property; and
- an active\_ind property.

62. **(original)** A computer system as in Claim 9, wherein the client\_correspondence\_recipient object comprises:

- a correspondence\_template\_id property; and
- a client\_contact\_id property.



63. **(original)** A computer system as in Claim 9, wherein the client\_correspondence object comprises:

- a client\_correspondence\_id property;
- a correspondence\_template\_id property;
- a client\_hq\_id property;
- a client\_division\_id property; and
- a required\_ind property.

64. **(original)** A computer system and in Claim 9, wherein the case\_correspondence object comprises:

- a correspondence\_id property;
- a correspondence\_template\_id property;
- a case\_id property;
- a date\_added property;
- a body property;
- a subject property; and
- an added\_by property.

65. **(original)** A computer system as in Claim 9, wherein the correspondence\_distribution object comprises:

- a correspondence\_distribution\_id property;
- a correspondence\_id property;
- a client\_contact\_id property;
- a view\_date property;
- a response\_date property; and
- a response property.

66. **(original)** A computer system as in Claim 3, wherein the determination\_type object comprises:

- a determination\_type\_id property;
- a type\_name property; and
- an active\_ind property.

67. **(original)** A computer system as in Claim 9, wherein the approval\_status object comprises:

- an approval\_status\_id property;
- a status\_name property; and
- an active\_ind property.

68. **(original)** A computer system as in Claim 9, wherein the case\_document object comprises:

- a document\_id property;
- an approval\_status\_id property;
- a case\_id property;
- a document\_template\_id property;
- a date\_approved property;
- a locked\_ind property;
- an override\_by property;
- an override\_reason property;
- a date\_added property;
- an added\_by property;
- a date\_modified property;
- a modified\_by property;
- a filename property;
- a document\_title property; and
- an offline\_ind property.

69. **(original)** A computer system as in Claim 10, wherein the help object comprises:

- a help\_id property;
- a title property; and
- a filename property.

70. **(canceled).**

71. **(original)** The method as in Claim 69, wherein the step of closing the case comprises:

determining if an exit review is required and, if so, conducting the exit review;

determining if the case has settled;

if the case has settled, then setting a status property in one of the case-related objects to indicate the case has settled, otherwise, determining if the case has been dismissed; and

if the case has been dismissed, then setting the status property in one of the case-related objects to indicate the case has been dismissed, otherwise, setting the status property in one of the case-related objects to indicate the case has been closed.

72. **(canceled).**

73. **(canceled).**

74. **(original)** A computer network comprising:

at least one client device operative with the computer network;

at least one server, the server constructed and arranged to receive a request from the at least one client device, the at least one server enabling the execution and operation of:

a case status module comprising:

one or more case objects;

a settlement object associated with one or more case objects;

one or more case\_note objects associated with one of the case objects;

a case\_status object associated with one or more case objects;

an employment\_status object associated with one or more case objects;

one or more related\_case objects associated with a case object;

a case\_type object associated with one or more case objects;

a content object associated with one or more case\_status objects;

a te\_counter object;

one or more user objects associated with one or more case objects;

one or more activity\_log objects associated with one of the case objects,

and one or more activity\_log objects associated with one of the user objects;

one or more employee objects associated with one of the user objects;

one or more status\_history objects associated with one of the user objects;

one or more activity objects associated with one of the case\_status objects,

and one of the activity objects associated with one or more activity\_log objects;

one or more case\_calendar objects associated with one of the activity objects, one or more of the case\_calendar objects associated with one of the user

objects, and one or more of the case\_calendar objects associated with one of the case objects;

an intake module operative with the case status module comprising:

a dismissal\_type object associated with one or more case objects;

one or more complaint objects, one of the complaint objects associated with one or more of the case objects;

a submission\_type object associated with one or more of the complaint objects;

one or more charge objects, one or more of the charge objects associated with one of the case objects, one or more of the charge objects associated with the dismissal\_type object, and one or more of the charge objects associated with one of the case\_status objects;

one or more agency objects, one of the agency objects associated with one or more of the charge objects;

one or more case\_basis objects, one or more of the case\_basis objects associated with one of the case objects, one or more of the case\_basis objects associated with one of the agency objects;

a basis object, the basis object associated with one or more of the case\_basis objects;

one or more case\_issue objects, one or more of the case\_issue objects associated with one of the agency objects, and one or more of the case\_issue objects associated with one of the case objects;

an issue object, the issue object associated with one or more of the case\_issue objects;

one or more agency\_contact objects, one or more of the agency\_contact objects associated with one of the agency objects, one of the agency\_contact objects associated with one or more of the charge objects;

a determination\_type object associated with one or more charge objects;  
and

an address object, the address object begin associated with one or more of the agency\_contact objects, and the address object associated with one or more of the agency objects;

a role module operative with the case status module, the role module comprising:

one or more user\_role objects, one or more of the user\_role objects associated with the user object of the case status module;

a role object, the role object associated with one or more of the user\_role objects;

one or more role\_alert object, one or more of the role\_alert objects associated with the role object;

one or more role\_report objects, one or more of the role\_report objects associated with the role object; and

a report object, the report object associated with one or more of the role\_report objects;

an accounting module operative with the case status module comprising:

one or more invoice\_master objects, one of the invoice\_master objects associated with one of the activity\_log objects, and one or more invoice\_master objects associated with a case object;

one or more payment objects, one or more of the payment objects associated with one of the user objects, one or more of the payment objects associated with one of the invoice\_master objects;

an alert distribution module operative with the case status module comprising:

a alert object, the alert object associated with one or more of the role\_alert objects of the role module;

one or more alert\_history objects, one or more of the alert\_history objects associated with the alert object, one or more of the alert\_history objects associated with the one or more of the user objects; and

one or more user\_alert objects, one or more of the user\_alert objects associated with one of the alert objects, and one or more of the user\_alert objects associated with one of the user objects;

a correspondence distribution module operative with the case status module comprising:

one or more correspondence\_template objects, one or more of the correspondence\_template objects associated with the case\_type object;

one or more client\_correspondence\_recipient objects; one or more of the client\_correspondence\_recipient objects associated with one of the correspondence\_template objects;



one or more client\_correspondence objects, one or more of the client\_correspondence objects associated with one of the correspondence\_template objects;

one or more case\_correspondence objects, one or more of the case\_correspondence objects associated with one of the case objects of the case status module, and one or more of the case\_correspondence objects associated with one of the correspondence\_template objects;

one or more correspondence\_distribution objects, one or more of the correspondence\_distribution objects associated with one of the case\_correspondence objects;

an approval\_status object; and

one or more case\_document objects, one or more of the case\_document objects associated with one of the case objects, and one or more of the case\_document objects associated with the approval\_status object;

a document distribution module operative with the correspondence distribution module comprising:

a document\_template object, the document\_template object associated with one or more case\_document objects;

one or more client\_document\_recipient object, one or more of the client\_document\_recipient objects associated with the document\_template;

one or more client\_document objects, one or more of the client\_document objects associated with the document\_template object; and

one or more document\_distribution objects, one or more of the document\_distribution objects associated with one of the approval\_status objects, and one or more of the document\_distribution objects associated with one of the case\_document objects; and

a client information module, the client information module operative with the case status module, the correspondence module, and the document distribution module, the client information module comprising:

one or more client\_contact objects, one of the client\_contact objects associated with one or more of the correspondence\_distribution objects, one of the client\_contact objects associated with one or more of the complaint objects, one or more of the client\_contact objects associated with the address object, one or more of the client\_contact objects associated with one of the user objects, and one of the client\_contact objects associated with one or more of the document\_distribution objects;

one or more client\_division objects, one of the client\_division objects associated with one or more client\_correspondence objects, one of the client\_division objects associated with one or more client\_document objects, and one or more of the client\_division objects associated with one of the address objects of the agency module;

one or more client\_hq objects, one of the client\_hq objects associated with one or more user objects, one of the client\_hq objects associated with one or more of the client\_division objects, one or more of the client\_hq objects associated with the address object, one of the client\_hq objects associated with one or more

client\_correspondence objects, and one of the client\_hq objects associated with one or more of the client\_document objects;

one or more client\_sic objects, one or more of the client\_sic objects associated with one of the client\_hq objects;

a sic object, the sic object associated with one or more of the client\_sic objects;

one or more client\_location objects, one or more of the client\_location objects associated with one of the client\_hq objects, one or more of the client\_location objects associated with one of the client\_division objects, one of the client\_location objects associated with one or more case objects, and one or more client\_location objects associated with the address object;

one or more client\_note objects, one or more of the client\_note objects associated with one of the client\_hq objects, one or more of the client\_note objects associated with one of the client\_location objects, and one or more of the client\_note objects associated with one of the client\_division objects;

one or more client\_contacts objects, one or more of the client\_contacts objects associated with one of the client\_contact objects, one or more of the client\_contacts objects associated with one of the client\_division objects, one or more of the client\_contacts associated with one of the client\_hq objects, one or more of the client\_contacts objects associated with one of the client\_location objects, one of the client\_contacts objects associated with one or more of the client\_correspondence\_recipient objects, and one of the client\_contacts objects associated with one or more of the client\_document\_recipient objects;

one or more client\_union objects, one or more of the client\_union objects associated with one of the client\_hq objects, one or more of the client\_union objects associated with one of the client\_division objects, one or more of the client\_union objects associated with the address object, and one or more of the client\_union objects associated with one of the client\_location objects; and

a union\_type object, the union\_type object associated with one or more of the client\_union objects;

wherein, the modules on the server service the request from the client device.

75. **(original)** The computer system as in Claim 10, wherein the help object comprises:

a help\_id property;  
a title property; and  
a filename property.